



Directors: Ben Fitzgerald and Rosie Frost

KINDCODY POLICY - COMPLAINTS POLICY

Revised: 10 APRIL 2021

Policy

1. KINDCODY aims to provide its members, organisations and beneficiaries with the best possible service. We positively welcome suggestions you may have for how we can improve our service.
2. Usually, a word with the person at the point of service delivery will suffice should a problem arise. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect. We also want to know about these occasions so that we can make good the problem and plan to avoid its repetition. If you have a complaint, we would like you to tell us about it.

This is what you should do:

3. If you have a complaint to make, it should be made to the KINDCODY management team who will try to resolve the issue informally.



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4. If the issue is serious, or you are not satisfied after raising it with the KINDCODY management team, you should make a formal complaint.
5. Your complaint should be made in writing, marked "Private & Confidential", and sent to the KINDCODY Director who will acknowledge it in writing (normally within 7 days of receipt). Remember to keep a copy of your letter. If you need an interpreter or advocate to help you make your complaint, KINDCODY can arrange this for you.
6. The KINDCODY management team shall - in consultation with the Director - investigate the complaint. (See separate check list).
7. The KINDCODY management team shall communicate the results of the investigation to you within a reasonable time - normally 21 days.
8. You have the right - if dissatisfied with the results of the inquiry - to put your case in writing or personally to a panel comprising at least three members from the KINDCODY Directors.
9. If attending personally, you have the right to be accompanied by a friend or advocate to help put your case.



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10. Where appropriate, KINDCODY will make a written apology to the complainant, and agree any further action necessary to make good the cause of the complaint.
11. All formal complaints and the response made to them will be recorded and filed in a secure place.
12. The Directors shall be informed by the KINDCODY management team at the first available meeting of the number and nature of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services annually, as part of KINDCODY'S self-evaluation.
13. KINDCODY's complaints procedure will be publicised to organisations and the beneficiaries who use its services.

Entry into force

1. This policy is effective immediately.



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Chris Frost, Chief Operating Officer